Verification

1. Introduction

Verification and documentation of all eligibility factors is essential to the eligibility determination process. Verification and documentation ensure that a fair and proper determination has been made, and provides the foundation upon which eligibility determinations and subsequent reviews are based.

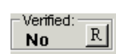
Throughout the **"Personal Data"** (citizenship, residency, etc.), and **"Financial"** (income, TPL, etc.) windows, there are areas where you are required to verify information provided by the customer and to capture related information regarding the specific type of verification that has been or must be provided. As you gather information, you can indicate in ACE whether or not an item has been verified.

ACE allows you to continue through the triage process, and save information entered, without the verification being completed, however ACE does require that mandatory verification areas be completed prior to disposition. Edits will prevent dispositioning of any case in which the mandatory verification areas are not completed.

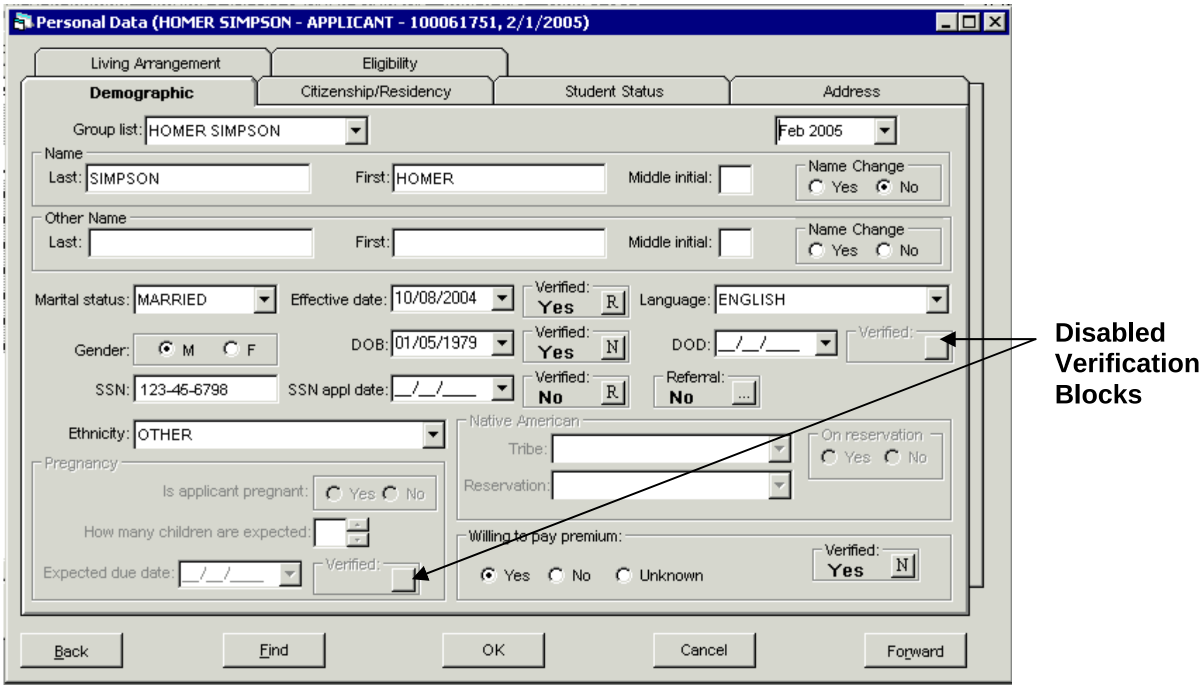
The **"Verification Detail"** windows are the same throughout the system. What is different is the type of acceptable documents that can be used for verification. For example, a WTPY is acceptable verification of Social Security income; but cannot be used to verify income from wages.

You will want to use the **"Verification Detail"** windows as you conduct the triage. In this section you will see how the **"Verification Detail"** window allows you add a verification form (for example, the Request for Verification of Unearned Income) to the **"Request for Information" (RFI)** form.

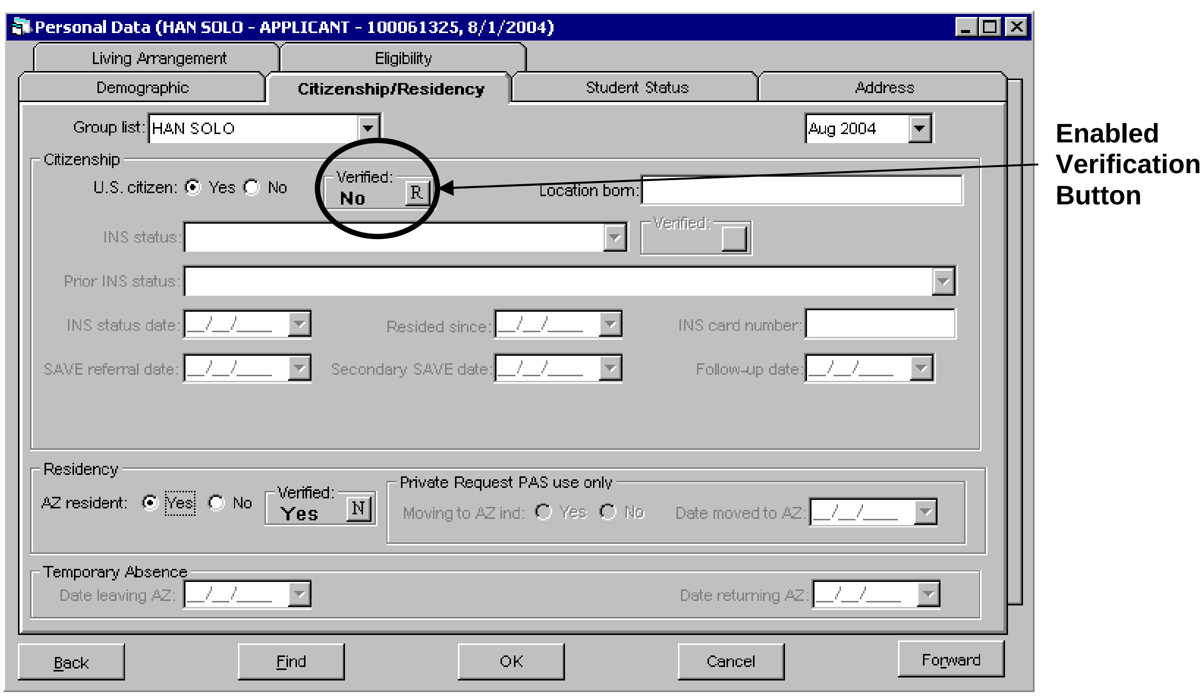
2. Verification in ACE

Verification in ACE is accessed through a **"Verified"** 

button. In the examples shown below, the **"Verified"** buttons appear disabled because required information has not been entered (e.g., Marital status or SSN).



When you click **"Yes"** or **"No",** or complete the mandatory field, the verification buttons are enabled. The **"R"** indicates verification is required. In the examples below, the U.S. citizen radio button has been answered **"Yes",** enabling the **"Verified"** buttons.

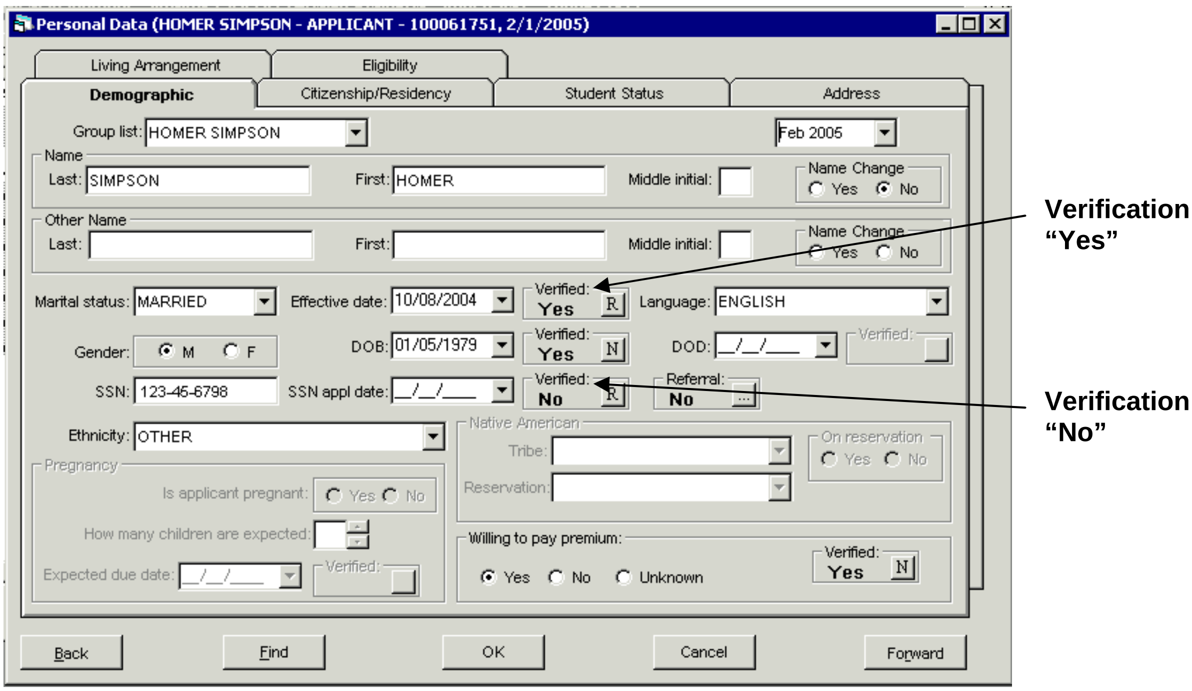


When the **"Verified"** button appears with a **"Yes"** Verified: Yes R, this indicates the item has been verified. In the example below, the marital status and date of birth have been entered. The **"R"** indicates verification is required, and the **“Yes”** indicates marital status and date of birth have been verified.

When the **“Verified”** button appears with a **“No”** 

, this indicates the item has not been verified, but information has been entered in the related field. In the example below, the SSN has been entered, the **“R”** indicates verification is required, but the **“No”** indicates the SSN has not been verified. **“R”** indicates verification is required prior to dispisitioning the case.

The**”R”** *__always__* appears, even if the item has been verified.



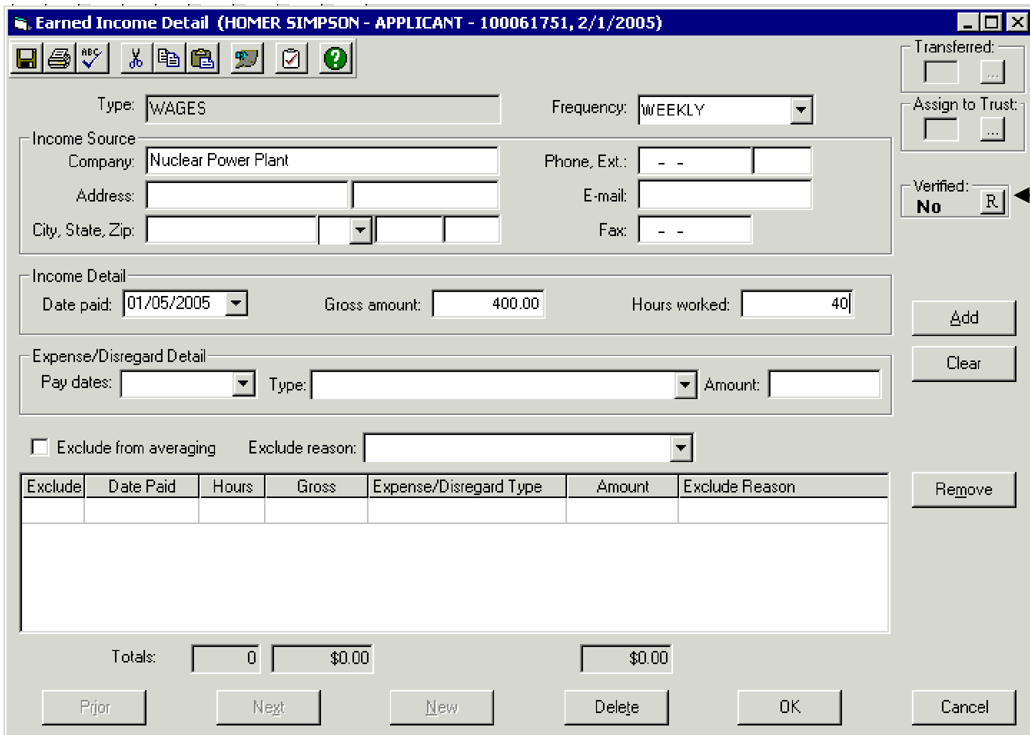
An example of a verification window is in the next section.

3. Verification Detail

In this example below, the **“Income”** window, **“Earned”** tab is being used. **“Wages”** has been selected. The **“Verification Detail”** window has not been completed, as indicated by the **“No”**.

You enter as much information as possible on the **“Earned Income Detail”** window prior to going to a **“Verification Detail”** window. In this example, the **“Company”** and **“Gross Amount”** will carry across to the **“Verification Detail”** window.

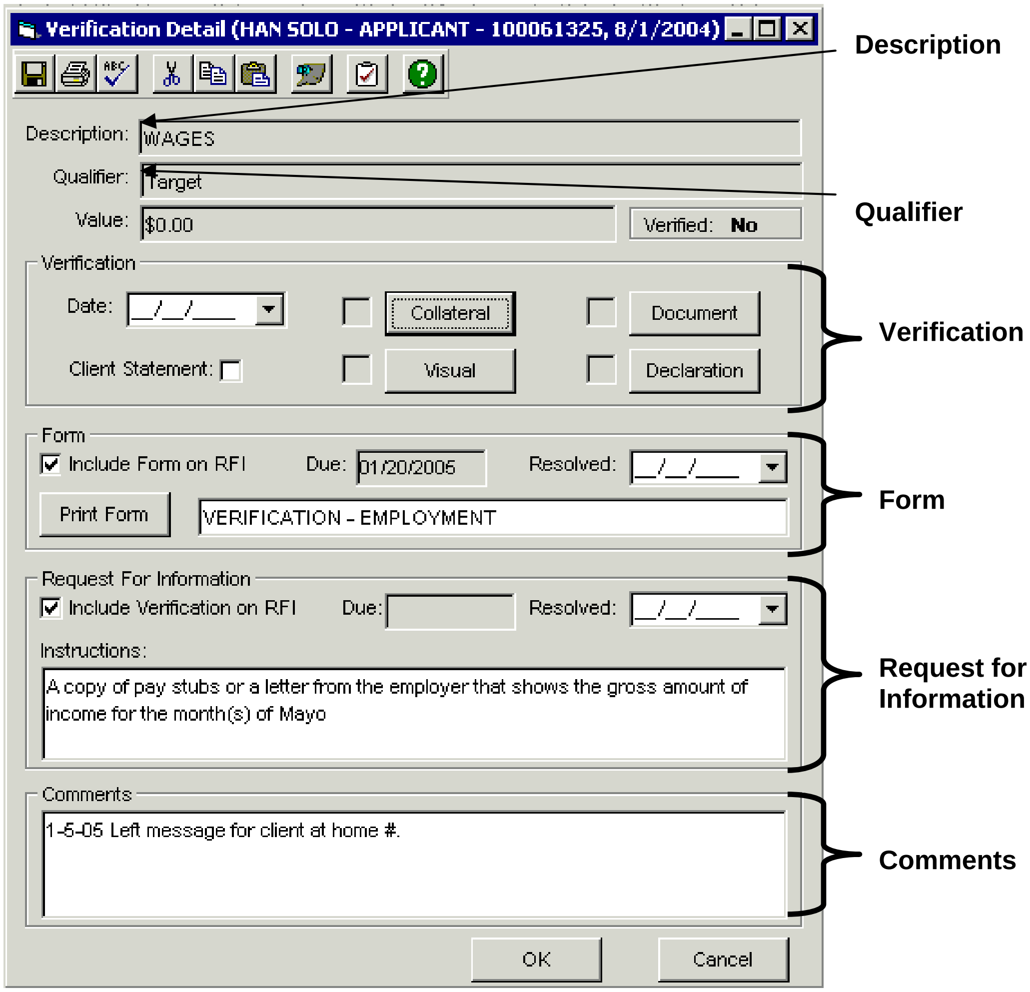
To access a **“Verification Detail”** window, click on the **“R”** where the **“Verified”** button is enabled (unshaded).



Click on the "R"

The **"Verification Detail"** window automatically, opens and contains the following information:

- **Description**
- **Qualifier**
- **Value**
- **Verified**
- **Verification**
- **Form**
- **Request for Information**
- **Comments**



A description of each item is provided on the following pages.

The top portion of the **"Verification Detail"** displays any information entered on the previous window. This is an example of a verification detail for **"Wages"**. If you do not enter the gross amount and company information, the **"Qualifier"** is blank and **"Value"** is $0.00.

- **Description** — Identifies the item being verified; in this example, you are verifying wages.

- **Qualifier** — Explains the item being verified. For example, the verification type will be "wages" (for employment income), and the qualifier will be "Target" (the name of the employer). In some situations, there will be no qualifier (if there is nothing to "qualify"). In the example above, the Qualifier is the company name of the income source.

- **Value** Indicates the value of the item is being verified. Value further verifies the items seen in the Qualifier. In the above example, the value is $0.00, the gross amount of the wages. For marital status it is "Married"; for SSN it is "999-88-0303", etc.

- **Verified** If **"No"** is indicated, the item has not been verified; if **"Yes"** is indicated, the item has been verified.

The second section on the **"Verification Detail"** window is the **"Verification"** grid.

- **Verification** The method used to verify the information.

The **"Verification Date"** defaults to the date the verification window was completed (regardless of method).

The **"Verification"** grid provides five different methods to verify information. As you select the method of verification, a pop-up window appears, except for client statement. The pop-up window is designed to capture the information needed for that type of verification.

The choices used for verification are:

- Collateral
- Document
- Client Statement (No pop-up window)
- Visual
- Declaration

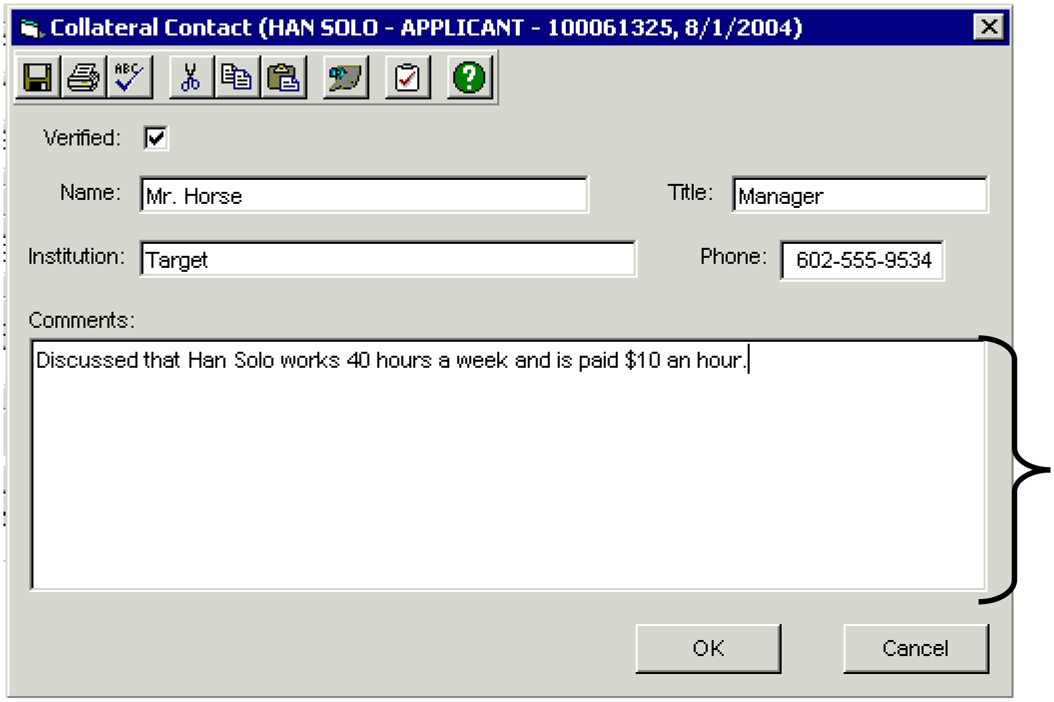
A description of each of the methods begins below. When you select a method of verification, make sure it is appropriate (based on policy) to use that type of verification. For example, **"Client Statement"** would not be appropriate to verify the wage amount.

a) Collateral Contact

- **Collateral** When using a collateral contact as verification you **<u>must</u>** include information that clearly identifies:
  - The **"Name"** of the individual to whom you spoke.
  - The **"Title"** of the individual to whom you spoke.
  - The name of the **"Institution"** you contacted.
  - The **"Phone"** number of the individual to

whom you spoke.

The comments should be appropriate for the item you are verifying. In this example, a collateral contact was made to Target to verify the wage amount. The Verification **"Date"** is automatically entered once you click **"OK"**.

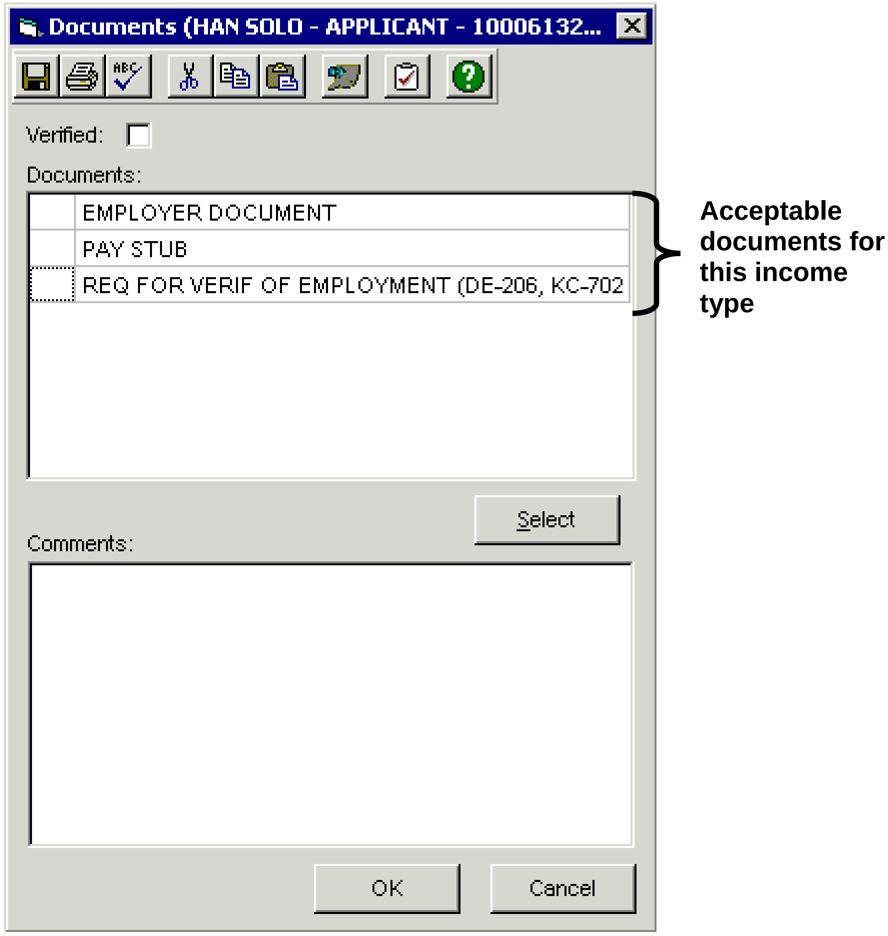


Comments

"Collateral Contact" also has a space for comments where you can add information. Once you have completed the verification procedure, click **"OK"** to save the information and return to the Detail window.

b) Document

- **Document** A list of acceptable documents appears. Depending on the type of item you are verifying, the list of documents is different. In this example the verifications for wages are:
  - **EMPLOYER DOCUMENT**
  - **PAYSTUB**
  - **REQ FOR VERIF OF EMPLOYMENT**

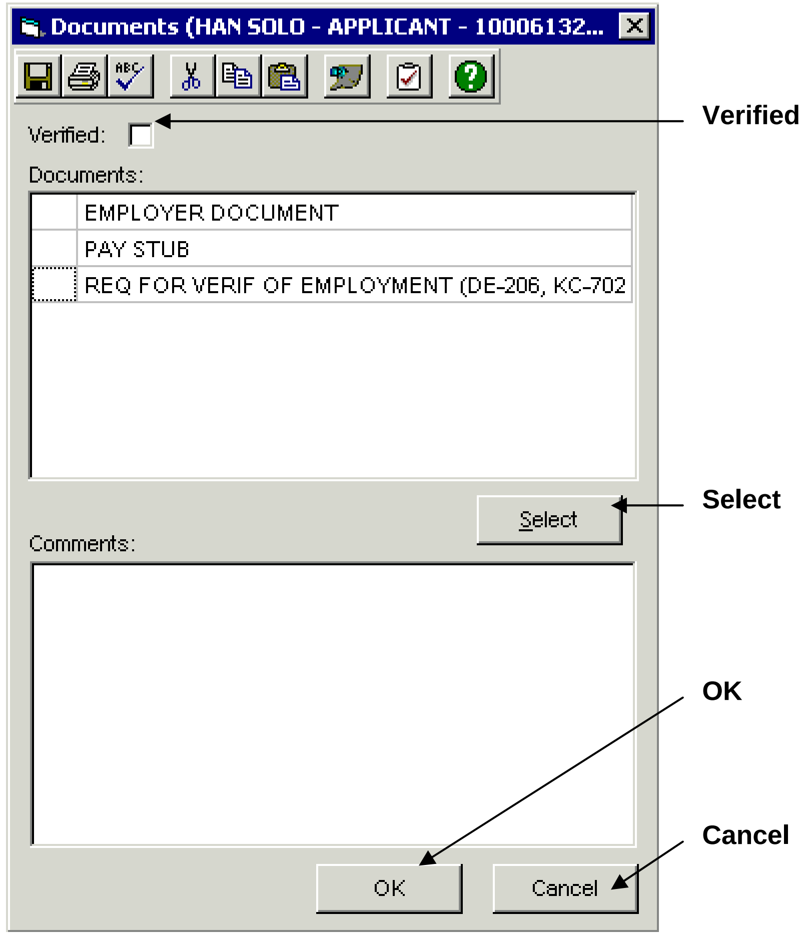


When you select **"Document"**, you are indicating that there is a copy of the document in the case file.

After you determine the type of document you have, click on the name of the document (causing it to be highlighted) then click **"Select"** or simply double click on the name of the document. A ✓ (check mark) appears in the box next to the name of the document.

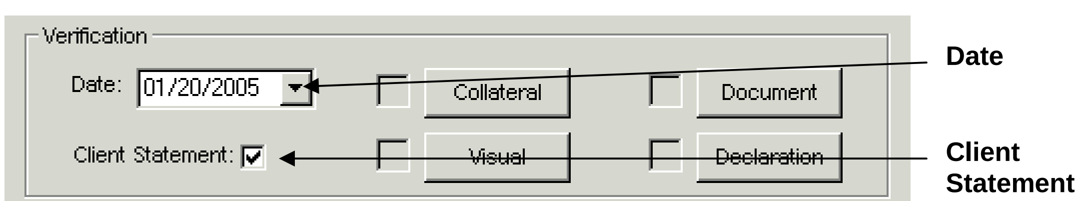
The **"Verified"** box also has a ✓ (check mark).

"Documents" also has a space for comments where information may be added. Once you have completed the verification procedure, click **"OK"** to save the information, and return to the Detail window. Clicking **"Cancel"** *does not* save the information.



c) Client Statement

- **Client Statement** When it is appropriate to accept the customer's statement for verification, place the cursor over the **"Client Statement"** ❑ (box) and click. A ✓ (check mark) appears, and ACE accepts this as your verification. For Arizona residency the system will automatically default to **"Client Statement"**. However, if either is questionable, ACE will allow you to use one of the other types of verifications.

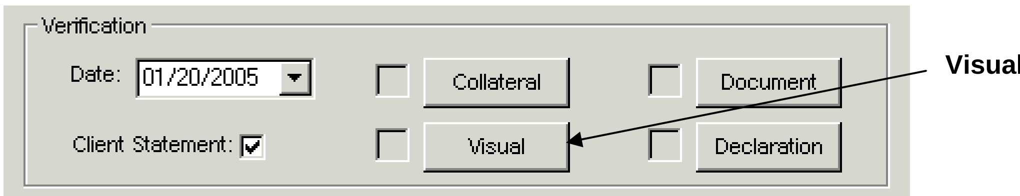


There is no detail window for **"Client Statement"**.

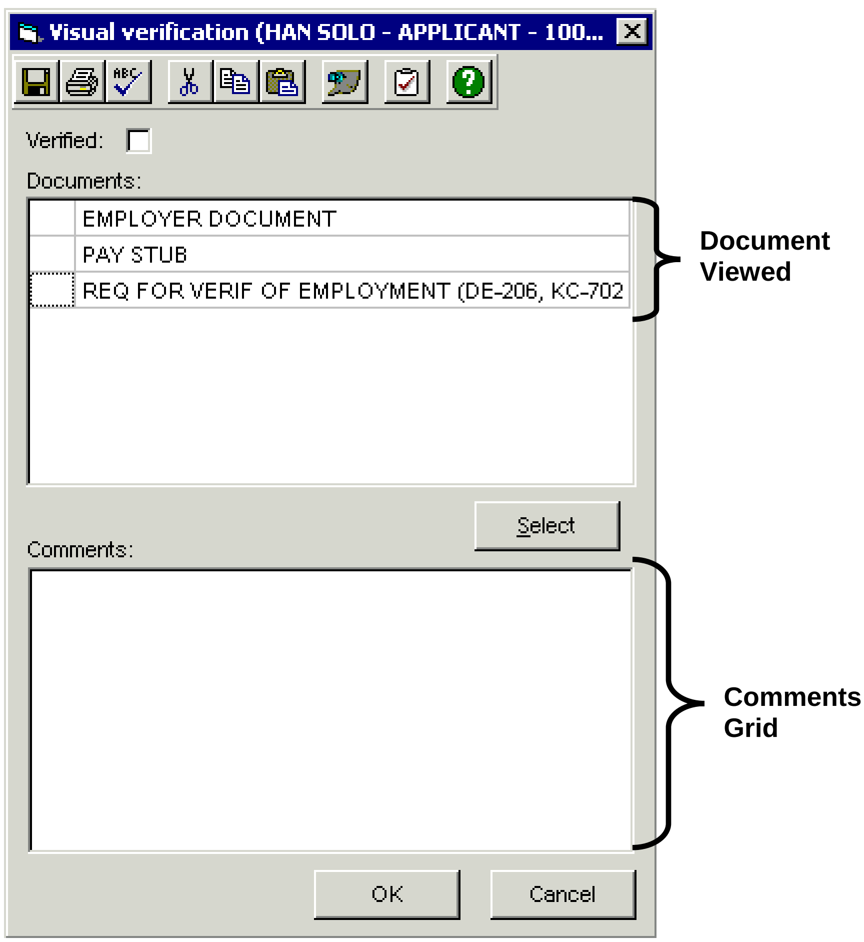
Remember: Use client statement only when policy accepts that type of verification as appropriate. For example, residency, if not questionable.

d) Visually Verification

- **Visual** This is a record of a document that you saw and were unable to photocopy.



When you are unable to directly record in ACE or scan a document (i.e., outreach events) the Permanent Verification Record form can be used. However, the information must be entered into ACE on the **"Visual verification"** window prior to completing the case.

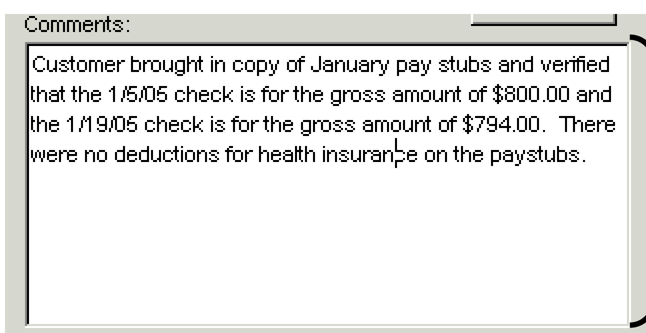


A description of what should be included in the **“Visual verification”** in the **“Comments”** field is on the following page.

Note: Use the visual verification button when verifying child support from the CHSP screen in AZTECS.

“Comments” field data entries must contain all the appropriate information to clearly identify the item viewed. The following information should be documented:

- **Name:** The name of the individual to whom the document pertains.
- **Verification Of:** Reason for the verification (i.e., age, citizenship, income, TPL, etc.).
- **Document Type:** List the type of document you viewed (i.e., birth certificate, pay stub, health insurance card, etc.).
- **Document Number:** Enter all identifying numbers listed on the document (i.e., birth certificate number, birth registration number, check number, Social Security number, TPL policy number, etc.).
- **Date Issued:** Enter the date the document was issued.
- **Explanation:** All pertinent information contained on the document.



Comments

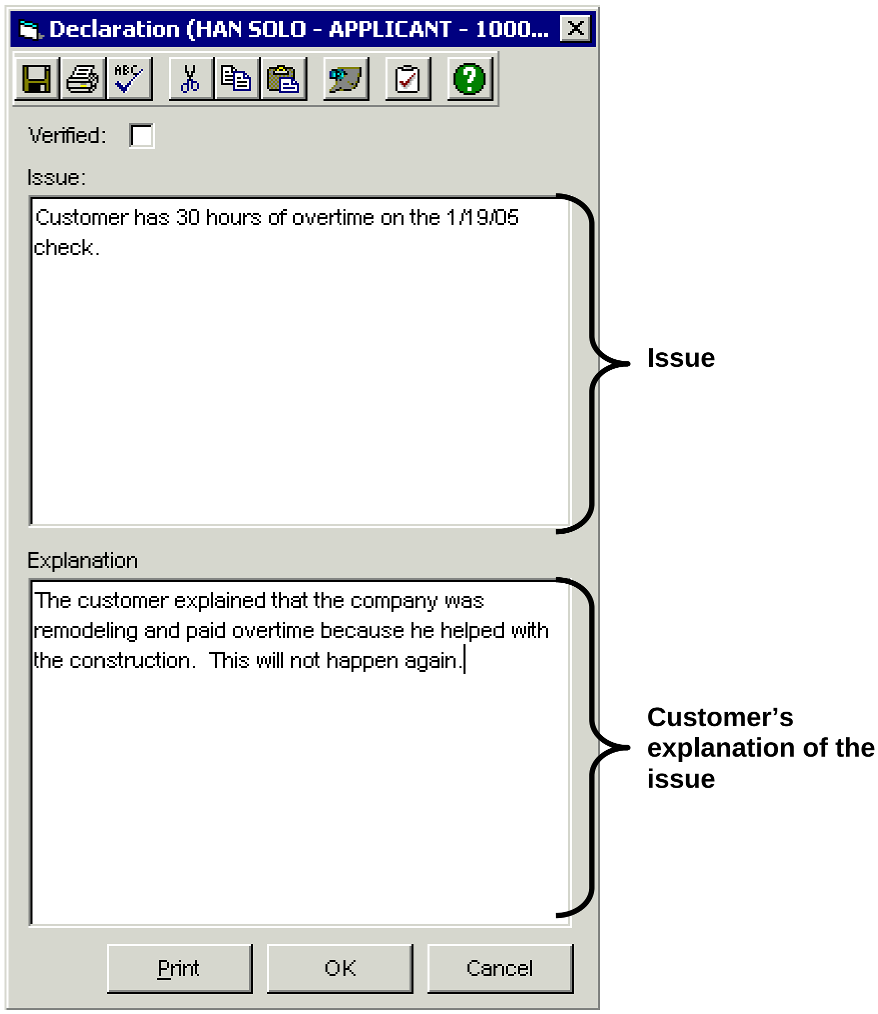
After the information is entered in ACE, shred the Permanent Verification Record form. It is not scanned into Fortis.

After completing all the information on the **“Detail”** pop-up window, click **“OK”** to save the information, and close the window.

Clicking **“Cancel”** closes the window, and _does not save_ information.

e) Declaration

- **Declaration** — Is used to provide the customer, or other individuals, with the opportunity to declare or clarify information not included on the application.

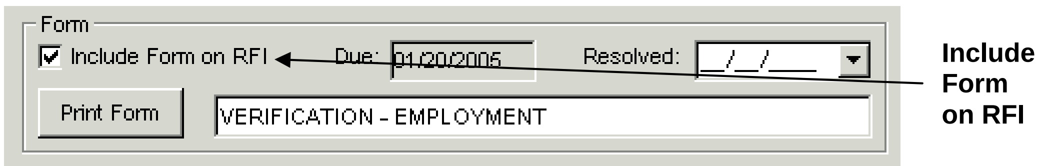


On the **"Declaration"** detail window, in the **"Issue"** grid, type in the issue that needs to be resolved. Ask the customer for an explanation; using the customer's explanation, type in the response in the **"Explanation"** grid. When you have finished, click the **"Print"** button; this sends the Declaration to the print queue. This allows the customer to sign the Declaration. Print queue is discussed in the **"Print Queue"** chapter. If the customer's explanation clarifies the issue, click in the **"Verified"** ❑ box. If this does not fully resolve the issue, do not check the **"Verified"** ❑ box. ACE does not automatically check the box as it does in the other **"Verification Detail"** pop-up windows.

When you have completed the **“Declaration”** window, click **“OK”** to save the information. Clicking on **“Cancel”** does not save information.

The form mailed to the customer listing the verifications required in order to determine the customer’s eligibility is the **“Request for Information”** (**RFI**).

- **Form** — Using this grid allows you to print the form, and to include the requested verification to be added on the **“Request for Information (RFI)”**.

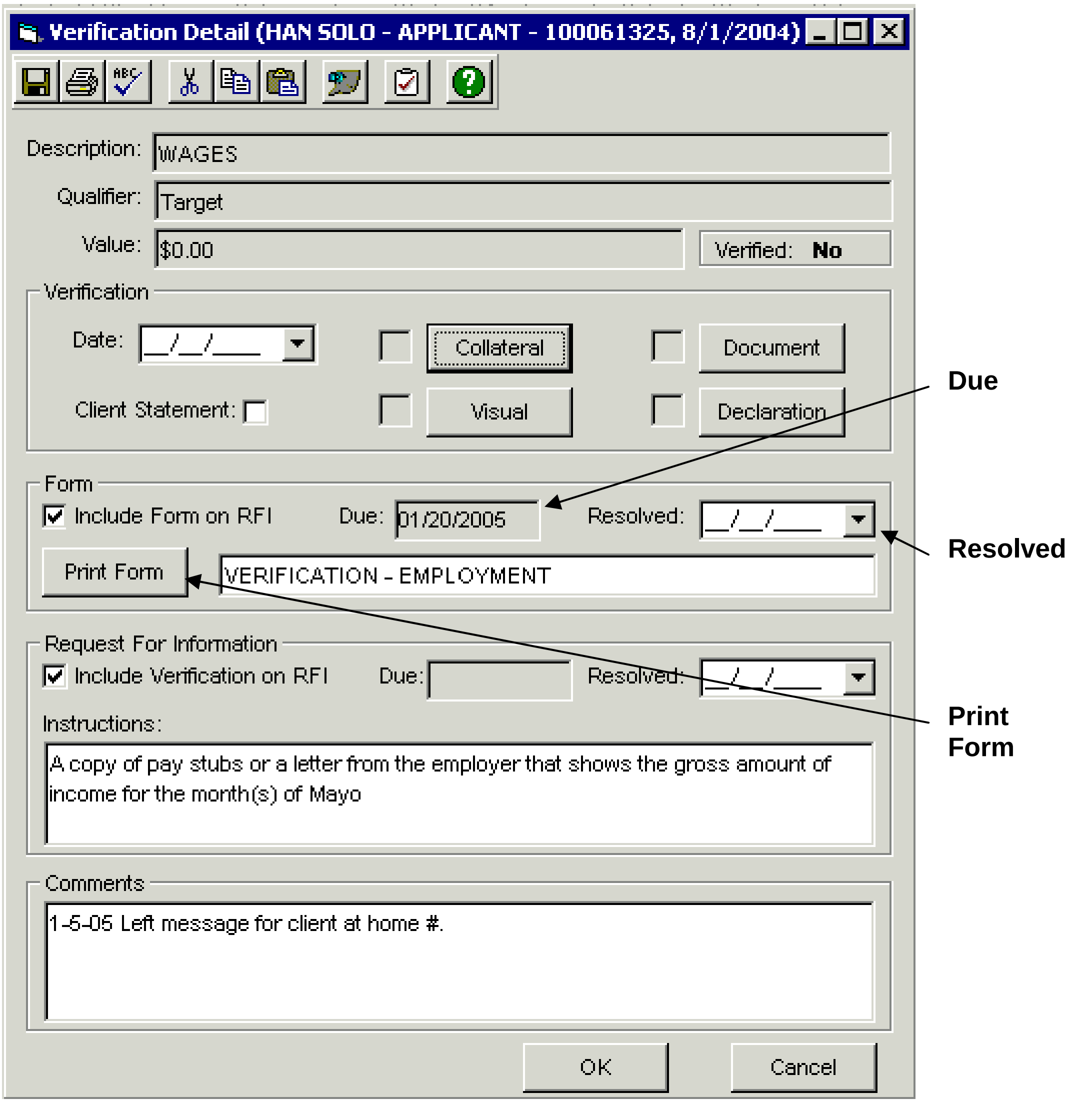


When you click ❑ box **“Include Form on RFI”**, the verbiage to complete the form (for example Request for Verification of Unearned Income, or Request for Verification of School Attendance) is included on the Request For Information (RFI).

- **Due** — This field is automatically filled with a date the form is to be returned (10 business days).

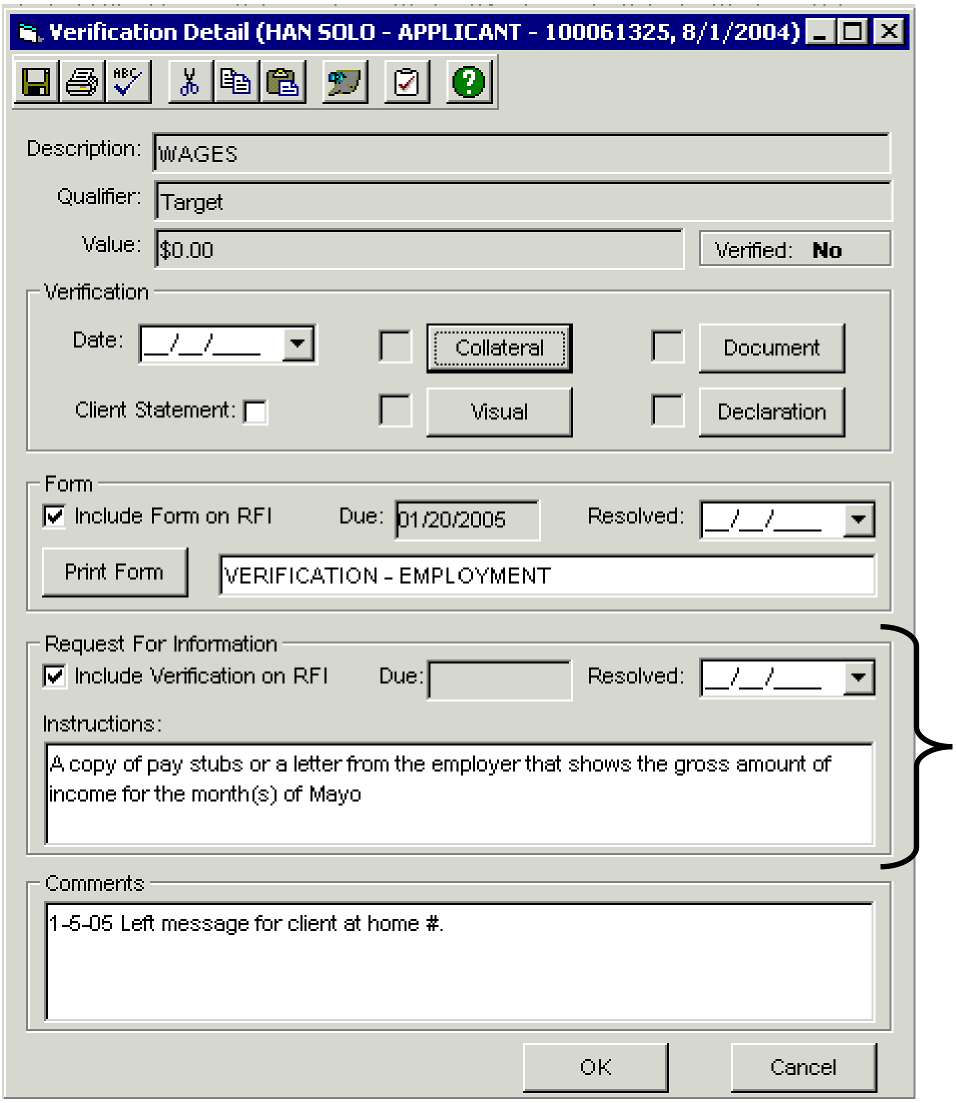
- **Resolved** — Enter the date the verification form is received back from the source from which the information was requested. For example, when a Request for Verification of Earned Income is returned from the employer, enter the date you receive the completed verification form.

- **Print Form** — To print the verification form, click the **“Print Form”** button, which sends the form to the print queue. **“Print Queue”** Chapter describes the printing process.



"Request For Information" (RFI) is the printed form that instructs, or lists all the items that need to be provided or verified.

- **Request For Information** Is the method of providing the customer with a written list of verification required in order to determine the customer's eligibility. The RFI also provides the customer with a date by which the requested verification must be received by the specialist.

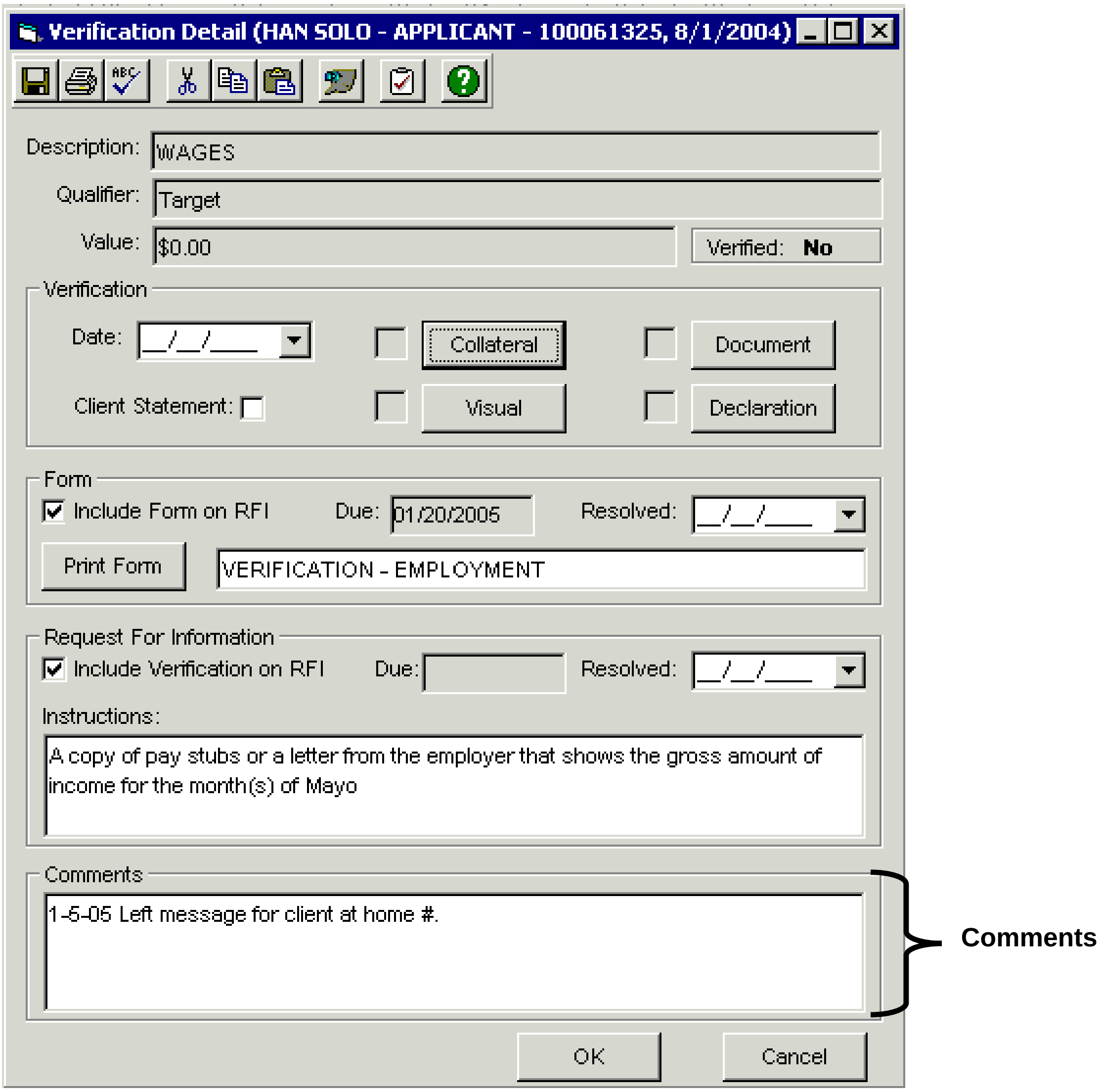


Request for Information

The **"Instructions"** field may require you to complete the instructions of what the customer must provide. In the above example, you would want to add the dates for which income verification is needed. This grid provides the opportunity for you to request specific information to be included on the **"Request For Information"**.

!	**Note:** The instructions that are automatically filled in ACE will be translated if sending out an RFI to a Spanish-speaking customer. Any additional information you add to the instructions that need to go out in Spanish will have to be entered in Spanish in the instructions field.

- **Comments** ACE allows you to add comments. These comments do not print on the **RFI**. They should be used to clarify information within the case.



After completing all the information on a **"Detail"** pop-up window, click **"OK"** to save the information, and close the window. Clicking **"Cancel"** closes the window, and *<u>does not save</u>* the information.